



Job Announcement

Position: PERS-Technician III
Department: Survivor and Disability Benefits
Annual Salary: \$25,372.17
Supervisor: Fannie Jacobs

Survivor and Disability Retirement – The Survivor and Disability Retirement Division processes survivor and disability retirement applications and benefit estimates, performs member account analyses, requests detailed service credit history reports, and is responsible for offering members a personal contact with PERS. Upon receipt of an application for disability or survivor retirement benefits in the PERS office, or whenever a member visits our office about their retirement benefits, he/she is assigned a case manager who will manage his/her claim and help them navigate through the entire disability or survivor benefit process. Members can then contact their case manager directly if they have questions. Once the case manager is assigned, the member's account is audited to confirm that the correct amount of service is awarded. The goal of this division is to identify all types of service credit and benefits each member is entitled to receive, inform the member of our findings, and provide the member with estimates so that each member has everything needed to make the best decisions concerning retirement.

The Survivor and Disability Retirement Division facilitates Medical Board review of disability claims, schedules evaluations, re-evaluations, or testing as directed by the Medical Board. Also facilitates Disability Appeals Hearings with scheduling and preparing the appropriate documentation. This division also monitors disability retirees for continued eligibility for disability retirement benefits through periodic re-examinations and monitors earnings of disability retirees by auditing tax returns.

Duties of a Technician:

- Evaluates, calculates, and processes prior service, military service, and certified unused leave to member accounts in an accurate manner.
- Processes enrollment and demographic forms accurately to accounts maintained in the agency's database.
- Posts military service credit to member accounts.
- Operates and maintains a workstation for the optical imaging system.
- Reviews member records for accuracy.
- Compiles information for refund paybacks to determine amount of creditable service to be awarded when refunds are repaid.
- Calculates monetary account balances accurately to disseminate this information to interested parties.
- Answers routine questions regarding department records, membership and creditable service according to PERS laws, policies and regulations.
- Opens and distributes mail to the appropriate staff.

- Greet any visitors promptly and courteously and notify the Analyst promptly when their member has arrived. Ability to communicate thoroughly with members to determine their immediate need.
- Answer the phone in a professional manner and know how to properly route calls to assist customers
- Determine if the member's information submitted to PERS is sufficient based upon mail received and assign to the designated case manager or appropriate department
- Responsible for contacting member or member's agency to request needed information on incomplete forms
- Opens and distributes mail to the appropriate staff. Assign new cases and walk-ins to Analysts on a rotating basis and updating the Excel spreadsheet and PERS Operating System accordingly
- Verify member account information for insurance inquiries
- Set up IME appointments resulting from Medical Board deferrals, working closely with the office staff of various physicians and notify all parties of the date and time for appointments
- Track receipt of IME reports and follow-up with physicians' office staff if IME reports are not received timely
- Prepare and mail letters and medical records to doctors and the member confirming the date and time of each IME appointment
- Compose letters to members, attorneys and employers in MS Word using appropriate format, word choice, grammar, and punctuation
- Prepare Notice of Appeal cases for hearings before the Disability Appeals Committee by scheduling docket numbers, hearing dates and times as well as any other supporting documents required. Communicate with the Legal Division and Program
- Administrator in preparing for and existing cases file before the Disability Appeals Committee. Also communicates with the Disability Appeals Committee members as needed in preparing yearly calendars and other scheduling conflicts.
- Prepare letter to claimant, attorney and employer confirming the date and time of the Disability Appeals hearing
- Prepare decision sheets, pay sheets, requisitions for payments and other imperative forms for the Medical Board and Disability Appeals Committee members in a timely and accurate manner
- Format and edit draft of the Recommendation from the DAC for review and input of Program Administrator
- Prepare approval and denial letters based on the DAC recommendations
- Make copies, collate and deliver copies of the Recommendations to the Executive Director's office by a specific deadline for distribution of the Board of Trustees prior to their meeting
- Copy and mail final copies of the Recommendations to the members and their attorneys in a timely manner
- Provides clerical assistance to the Program Administrator as needed
- Serves daily as the back-up with the other Benefit Technician III.
- Performs related or similar duties as required or assigned

Education and Experience Requirements:

The required education and experience is an Associate's degree from a two-year college or completion of sixty (60) hours from an accredited four-year college or university AND one (1) year of experience as described above OR graduation from a standard four (4) year high school or equivalent (GED or High School Equivalency Diploma); AND three (3) years of experience as described above. Interested

applicants may submit an application via the MS State Personnel Board online application system or to Human Resources on or before Friday, October 16, 2015. <http://www.mspb.ms.gov/>